

STATEMENT OF WORK
FOR
ENGINEERING AND TECHNICAL SERVICES

August 2, 2013

Prepared by
U.S. Customs and Border Protection
Interdiction Technology Branch
1300 Pennsylvania Ave., NW
Room 1575
Washington, D.C. 20229

1.0 INTRODUCTION

1.1 BACKGROUND

The U.S. Customs and Border Protection (CBP) defends America's borders against all threats while facilitating its economic stability. CBP protects the United States from terrorists, drug and human smugglers, agricultural disease, and more, while keeping travel and trade flowing. CBP safeguards approximately 7,000 miles of land border shared with Canada and Mexico, and also secures 95,000 miles of shoreline in partnership with the United States Coast Guard. As the delicate balance of trade and enforcement continues daily, CBP looks for the best technology to detect, interdict, and investigate the smuggling of prohibited articles and other contraband.

The Office of Information Technology (OIT), Laboratories and Scientific Services (LSS), Interdiction Technology Branch (ITB) consists of general engineers, physical scientists, and project managers to provide CBP with an internal technical capability to ensure that field personnel have the best and most advanced high-technology interdiction/enforcement equipment available. As the Department of Homeland Security and other organizations are conducting multiple research and development projects for next generation equipment, ITB assists CBP in assessing the "readiness" of equipment proposed for deployment and often conducts pilot or field validations to substantiate specifications and/or verify user requirements. ITB also acquires and deploys current "off the shelf" equipment for both domestic and international operations. And to provide future strategic information for CBP managers, ITB currently operates the Data Analysis Center (DAC) which conducts analysis/reports on all radiation detection information from over 1400 radiation portal monitors across the country. Additional ITB task areas include the compliance of environmental regulations for systems introduced into the CBP work environment and the technical and engineering experts for contraband destruction processes and associated destruction equipment. These technical programs associated with CBP's mission require specialized skills that directly increase the overall performance and efficiency of ITB.

1.2 SCOPE

This Statement of Work (SOW) describes the engineering and associated support services required by ITB. The contractor shall furnish the appropriate trained personnel to augment and improve the response of ITB tasks and functions for the identification, evaluation, engineering, acquisition and deployment of high technology systems. These systems vary in complexity and directly, or indirectly, support the detection and/or interception of contraband and illegal aliens, including weapons of mass effect, crossing the United States Borders. The contractor personnel will be required to interface with CBP management, equipment manufacturers, both civilian and government Port personnel, and other Government agencies as required.

1.3 PERIOD OF PERFORMANCE

The period of performance of this Blanket Purchase Agreement (BPA) is one (1) 12-month Base Period and four (4) 12-month Option Periods.

2.0 APPLICABLE DOCUMENTS

MD 102 – DHS Acquisition Management Directive

DD Form 254 - Security Classification Specification to be attached to the contract.

3.0 REQUIREMENTS

The contractor shall have personnel located onsite at ITB (Washington, DC) who shall perform the tasks in support of ITB programmatic and project requirements. Outputs may take the form of engineering and/or scientific analysis, reports, required government documents, information, alternatives and opinions. In addition, the contractor shall assist ITB in the development of plans and procedures for pilot demonstrations, field validations, system acceptance tests and similar events and also participate in the conductance and associated requirements of these activities as required. These services are often performed in a stressful environment resulting from simultaneous actions/tasks and quick response deadlines. Therefore, the end goal of this support is to augment and complement ITB's technical expertise to facilitate products and enhance services supplied to CBP Offices and field personnel. ITB programs are primarily focused on drug interdiction and anti-smuggling efforts.

Government Oversight - The contractor shall only advise and provide input or recommendations on all tasking directed by government managers. All approvals and signatures for government documents including acquisition packages, technical evaluation plans, travel schedules, test plans and system test acceptance documents shall only be done by government personnel. All contractor tasks shall have strict government oversight.

3.1 ENGINEERING SUPPORT SERVICES

The ITB requires a broad range of Engineering Services to support its mission, goals, and programs. Specifically, the contractor shall provide services that will assist ITB in their engineering and technical functions within CBP's drug interdiction and anti-smuggling strategic plan by the following efforts.

- Assist the assessment of CBP user needs and concept of operations (CONOPS) to develop technical requirements.
- Provide support for requirements analysis that will help verify and validate functional and performance requirements.

- Assist in the development and/or review of system-level performance specifications and associated test, acceptance, and verification strategies.
- Provide support for the development and/or review of test plans and procedures for an array of test activities performed during a system lifecycle.
- Provide all engineering support required for system/equipment acquisition including coordination and compliance with Information Technology (IT) requirements, as required. Assist in the review of plans and designs for system/equipment installation/deployment.
- Provide oversight for system/equipment installation and coordinate/prepare appropriate documentation for transfer of system/equipment into the CBP inventory.

3.1.1 Support for Concept Development

The contractor shall provide services involving concept studies and analysis, requirements analysis and definition, and associated preliminary planning. The contractor shall provide assistance for the evaluation of alternative technical approaches and associated costs for the development of a particular system, project, mission or activity. Typical associated tasks include, but are not limited to the following:

- Provide input to requirements analysis in the concept development process
- Support cost-performance trade-off analysis
- Support feasibility analysis
- Support for ensuring regulatory compliance
- Assist in developing criteria for the evaluation and selection from a range of viable options
- Support the system definition study to develop the conceptual design
- Assist in developing/reviewing detailed functional and performance requirements and interface requirements.

3.1.2 Support for Trade Studies and Modeling

The contractor shall perform and/or review analysis and trade studies to assist in the development of analyses of alternatives of competing interdiction systems. Support examples include Concept Feasibility Studies, support to Analysis of Alternatives and Trade Studies, support for requirements development, projection of system design performance, test prediction analysis, and stream of commerce analysis.

3.1.3 Support for System Design Engineering and Integration

The contractor shall provide services to assist and/or review the development, elaboration, and conversion of a system (or subsystem, program, project, activity) concept into a preliminary and

detailed design (engineering plans and specifications); help perform risk identification, analysis, and mitigation; support efforts to ensure requirements traceability and the proper integration of the various components that comprise a system. Typical tasks that might be required prior to solicitation for a major systems acquisition include, but are not limited to the following:

- Support program, project, and system requirements development and associated traceability tables
- Assist in the identification and recommendation of applicable standards
- Assist in identifying design constraints
- Support installation plans and designs
- Support the performance of design studies and analysis
- Support the development and preparation of specifications
- Assist in configuration management and document control efforts
- Assist in design studies and analysis

3.1.4 Configuration Management Support

This support includes the assistance with the preparation and/or review of Engineering Change Proposals (ECPs) requests including coordination of pre-submittal discussions and Configuration Control Board (CCB) issues. The contractor shall assist with tracking (ECPs) that have been requested or submitted for review/approval, and maintain awareness of the ECP implementation cycle. In addition, the contractor shall provide the following CM support.

- Assist in coordinating and arranging CCB meetings.
- Prepare CCB agendas and briefings, prepare CCB minutes, and document CCB decisions and implementation status.
- Assist in preparation of ECP contractual implementation documents.
- Assist in maintaining currency of Configuration Management Plans.
- Assist with Configuration Management (CM) training and related training materials.
- Attend, participate, support, analyze, provide input, develop, prepare and report on briefs, point papers, reports, correspondence, meetings, conferences, and review boards.

3.1.5 Technical Assessments and Studies

The Contractor shall support ITB in identifying program and constituent needs and objectives, to include coordination with potential end-users; support the identification of potential technology solutions, including coordination with related government academic and industry programs; attend meetings and symposia; coordinate and host meetings and programs reviews; and support program advocacy including development and production of presentation materials.

3.1.6 Test and Evaluation Support

The contractor shall provide services involving the application of various techniques to assist in the test and evaluation (T&E) associated with the evaluation and/or acceptance of vendor demonstrations, near Commercial-off-the-Shelf (COTS) technology, and COTS systems and equipment. Typical tasks include, but are not limited to the following:

- Perform operational and acceptance test support (including test requirements, test coordination, test plans, special test equipment, test procedures, test conduct, test reports, and test report review and evaluation)
- Support functional, operational and environmental testing
- Provide assistance for Government Acceptance Test independent verification and validation
- Support for test data quality assurance
- Assist in reviewing prime contractor test plans and procedures against mission needs and detailed requirements to ensure that all necessary parameters and combinations of events have been evaluated by the plan
- Support for analyzing test results and assisting in discrepancy resolution.
- Serve on test team during acceptance tests.
- Assist in evaluating each test by comparing operational requirement thresholds and objectives with performance data and recommended to CBP acceptable and unacceptable performance characteristics.

3.1.7 Technical and engineering support services to Government supported programs and systems.

These services include engineering, facility design, system installation analysis, and operational technical assistance. Also, these services include, but are not limited to, providing programmatic analyses, determining/reviewing system interface specifications, identifying and resolving interface problems, resolving requirement conflicts, determining relevant parameters, and resolving technical and/or scientific controversies.

3.1.8 Systems Enhancements

The Contractor shall respond to technology and mission changes to provide increased capability for Government mission accomplishment through systems analysis, engineering, design, and evaluation, to include system/equipment procurement, integration, and/or installation.

3.1.9 Integrated Logistics Support and Training

The Contractor shall provide reviews of Government logistics and/or training requirements, assess training and/or maintenance support requirements, provide recommendations for

improvements, and provide training development support specially tailored for ITB systems users, supervisors, and technicians.

3.2 ENGINEERING SERVICES

The Contractor shall provide Engineering Services to support ITB's mission, functions, and programs. At a minimum, the contractor shall provide the expertise to perform the following activities:

- Identify and track trends in cost, schedule and performance across contractual activities, to include contract ceiling
- Track contract deliverables and provide reviews and assessments as directed
- Review, assess and recommend improvements to vendor designs, products, processes and procedures for Non-Intrusive Inspection (NII), Radiation Detection, and Tunnel Detection technology
- Review and assess emerging NII, Radiation Detection, and Tunnel Detection technology
- Review test results and other data for NII, Radiation Detection, and Tunnel Detection technology
- Witness/conduct testing on NII, Radiation Detection, and Tunnel Detection technology as directed
- Prepare, review and assess acquisition documents including SOWs, specifications, CDRLs, DIDs, and deliverable schedules
- Review and assess ECPs, RFDs, RFWs and other CM documentation for NII, Radiation Detection, and Tunnel Detection technology
- Review vendor and other contractor proposals
- Perform Earned Value Management tasks
- Track issue/action items and provide input and support for the resolution

In addition, the contractor shall provide the capability and expertise to support the following technical phases performed during ITB evaluations and/or acquisitions. These technical phases are not listed in any particular order.

3.2.1 Engineering Expert Advisory Services

The ITB requires engineering services to support its current and future technology initiatives.

These technology areas include but are not limited to the following:

A. Non-Intrusive Inspection Technology

The contractor shall provide support services in the area of Non-Intrusive Inspection (NII) including the fostering, integrated planning, management, and execution for the evaluation, acquisition, and acceptance of interdiction technology to detect contraband and other threats presented at the border. For this requirement, NII shall be defined as imaging systems which are typically based on X-ray or radiological sources, hand-held technology (fiber-scopes, density meters, trace detection, and other various inspection technology technologies) and vehicles which carry tools/technology which assist the inspection process. The contractor shall have and maintain expertise on national efforts in these areas and provide the technological knowledge base that will contribute to maintain and expand the capabilities of homeland security stakeholders for NII.

The contractor shall provide engineering expertise to the ITB in working to evaluate/acquire and/or perform these and other capabilities:

- Technologies to screen commerce/people for any/all contraband that is described as such under statute for CBP jurisdiction with minimal disruption to commerce/passenger flow.
- System solutions for NII in all forms of transportation into the U.S. including people and checked/carried bags.
- Develop detailed plans, procedures, and reports for the evaluation of NII systems/equipment against CBP requirements.
- Develop detailed plans, procedures, and reports for the government acceptance of NII systems/equipment ensuring their readiness for field operation.
- Develop and execute processes and procedures for ensuring NII systems/equipment is accountable in the CBP property inventory.
- Overseeing installation/deployment of NII technology
- Provide specific test, evaluation and operating experience for NII technology (e.g.: systems tested, tests performed (acceptance, factory, operation, etc.)

B. Tunnel Detection Technology

The contractor shall provide expert advisory support services for the integrated planning, management and execution to implement a range of sensors that can be fixed, vehicle mounted, hand carried, or aircraft mounted that are capable of detecting and cuing operators to tunneling activities. The main objective for this expertise is to deny the use of tunnels as a means to smuggle terrorists, terrorists' weapons, drugs and human trafficking. In support of this objective, the contractor shall possess the following expertise and capabilities to assist Government personnel in the following tasks.

- Conduct studies to define the border risk areas, develop programmatic and technical documentation required for equipment acquisition and management of resources,

coordinate with other government agencies to leverage their resources, and observe vendor equipment demonstrations.

- Evaluate various technologies in an operational environment in urban, suburban and rural areas of the border to assess sensor capabilities and performance. The outcome is to determine the mix of sensors required for the various environments.
- Assist in the procurement of a desired mix of technologies based on the results of the studies and evaluation conducted. Deploy systems in coordination with current intelligence and risk assessments.
- Coordinate installation/deployment of Tunnel Detection Technology
- Provide specific test, evaluation and operating experience for Tunnel Detection Technology (e.g.: systems tested, tests performed (acceptance, factory, operation, etc.)

C. Radiation Detection Technology

The contractor shall provide support services in the area of Radiation Detection Technology including the fostering, integrated planning, management, and execution for the evaluation, acquisition, and acceptance of both fixed and mobile detection equipment to include handheld. The contractor shall have and maintain expertise on national efforts in these areas and provide the scientific and technological knowledge base that will contribute to maintain and expand the capabilities of homeland security stakeholders for the radiological and nuclear community.

The contractor shall provide scientific and technological expertise to the ITB in working to evaluate/acquire and/or perform these and other capabilities:

- Technologies to scan commerce/people for radiological materials and/or weapons of mass with minimal disruption to commerce/passenger flow.
- System solutions for radiation detection in all forms of transportation into the U.S. including people and checked/carried bags.
- Technologies for scanning air cargo (e.g., technologies for scanning break-bulk, palletized, and containerized air cargo).
- Develop detailed plans, procedures, and reports for the evaluation of radiation detection systems/equipment against CBP requirements.
- Develop detailed plans, procedures, and reports for the government acceptance of radiation detection systems/equipment ensuring their readiness for field operation.
- Develop and execute processes and procedures for ensuring radiation detection equipment is accountable in the CBP property inventory.
- Overseeing installation/deployment of Radiation Detection Technology
- Provide specific test, evaluation and operating experience for Radiation Detection Technology (e.g., systems tested, tests performed (acceptance, factory, operation, etc)

D. Environmental Services

The contractor shall assist in the identification, monitoring, and compliance of environmental regulations for systems introduced into the CBP work environment at Ports of Entry, and Border Patrol Checkpoints and areas of operation. Included in these efforts are studies, investigations, preparation of options, and testing to assure compliance with governing environmental regulations.

- The contractor shall provide guidance, direction, and support to ITB staff in the preparation of environmental documentation for Government actions (e.g., review of *National Environmental Policy Act of 1969*, as amended [NEPA] documentation in planning proposals and evaluation for environmental aspects of real property acquisitions and disposals).
- The contractor shall assess the CBP compliance procedures with environmental laws and policies of the United States and neighboring governments, and proposed changes and/or modifications to those procedures that will assure environmental goals are met. This effort includes environmental assessments and development of the appropriate documentation as required.
- The contractor shall coordinate and participate with representatives of all levels of government, as well as citizen groups regarding environmental issues, as well as review of any subsequent contracts. Provide technical assistance in the development and maintenance of relevant environmental programs.
- The contractor, as required, shall assess the CBP Port of entry areas for the best representative means of monitoring air quality in the environment, and apply approved methods of measuring air quality that complies with government regulations. The contractor shall also provide required instrumentation to comply with approved measuring methods, and take appropriate soil samples, as required.

3.2.2 Technical program management

These services include support on matters and issues consistent with Government sponsored engineering, evaluation and/or acquisition programs, which includes, but is not limited to, the following: assisting in the program/project planning, program staff coordination, program/project/financial reviews, technology assessments, earned value management system (EVMS) analyses, data analyses, conference and seminar activities, and program-specific financial issues. Also includes assistance and support with preparing and drafting analyses, presentations, speeches, and reports relative to the technical and/or scientific goals, objectives, and results of ITB programs.

3.2.3 Evaluation criteria and metrics for program evaluations.

The contractor shall evaluate technical material including reports regarding test plans, maintenance and operator manuals, installation plans (construction drawings preliminary through record drawings) acceptance tests, and acceptance test reports. The contractor shall also evaluate current and emerging systems and devices for their performance capability and application to the CBP mission. The contractor shall evaluate human factor issues and document areas for improvement.

3.2.4 Assist with the development and/or review of external project reports

These reports include, but are not limited to: Exhibit 300, monthly program reviews, quarterly program assessments, and other reports related to project management. Prepare executive reports and briefings for various projects. Conduct and monitor data calls for various divisions and offices. Provide deliverable tracking, review deliverables, and provide guidance for improvement. Support data collection activities. Analyze programmatic data; report findings, earned value management (EVM) products, and conduct process improvement evaluations.

3.3 PROGRAM SUPPORT SERVICES

The contractor shall support ITB with the preparation and approval of and system acquisition documentation required by the Federal Acquisition Regulations (FAR) and DHS Acquisition Management System, as well as other required documentation to acquire and deploy interdiction equipment. This support is required to augment ITB's professional staff and maintain/improve the organization's overall effectiveness of the ITB mission. At a minimum, the contractor shall provide the following expertise in the following areas: strategic planning; budget and financial support; procurement support; real and personal property support; and other Day-to-Day Operations.

3.3.1 Strategic Planning

The Contractor shall provide project material knowledge, expertise and experience to support development and maintenance of strategic plans and performance related systems that establish mission, goals, direction, and initiatives. The Contractor shall prepare related reports and briefings, converting data to succinct business information for managers and executives to understand the issues for use in managing programs and making decisions that maximize security and resources. The Contractor shall conduct studies and analyses to support and assess industry and technology forecasting, technology lifecycle and refurbishment/replacement predictions and strategies, vendor technology improvement plans, and assessments, and other technologies/issues as assigned.

3.3.2 Budget and Financial Support

The Contractor shall provide professional Business and Finance Services to support ITB engineering and procurement programs and the associated technical functions and objectives.

- The Contractor shall provide personnel proficient in the data entry and tracking of purchase requests and other applicable capabilities within the CBP SAP system.
- The Contractor shall review, analyze and prepare draft business, planning or strategic documentation (e.g., decision impact Statements; briefing materials, issue papers, point papers, ad hoc reports, future year financial program plans, DHS budgetary programming processes, Plans of Actions and Milestones, Directorate/Programmatic budget justifications, and Reprogramming requests and modifications, etc.).
- The contractor shall provide analytical assessments, studies and evaluations to improve financial and business policy development and decision making. (e.g., conduct financial and management risk analyses and evaluation and recommend techniques to mitigate risk exposure or impact.)
- The contractor shall provide and conduct financial accounting and management support services. Requirement includes tasks in the preparation of ledger reports, ledger tracking, as well as the monitoring, maintenance and operation of specified financial management information systems or websites. Accounting support requirements also include, but are not limited to, tasks to manage disbursements and expenditures, prepare and amend spending plans and funding documents, manage, support and execute commitment, obligation, expenditure actions, prioritize unfunded requirements, support and execute account closure activities, provide maintenance support for unique obligation validation websites, support efforts to become and to maintain CFO compliance as directed by DHS CFO and track and provide recommendations for execution of the financial systems.
- The contractor shall provide analyses and direct support for contract and programmatic financial execution. Includes addressing commitment, obligation, expenditure, invoicing and payment items and issues tied to the financial administration of DHS, component, and other agency procurement awards (either directly through a component award vehicle or other agency award vehicle).
- The contractor shall provide pre-award contract services in accordance with applicable acquisition law, guidance or policies. Includes tasks to conduct market research, to prepare draft solicitations and synopses, to advise and assist in proposal management and source selection actions, to prepare pre- and post-negotiation memorandums for negotiation, prepare drafts of various contract type and Contract Data Requirements documents, and to provide and monitor data entry into specific acquisition information systems. Perform research and conduct investigations in the areas of Acquisition policy and guidance, and document findings and recommendations. Provide support, coordinate activities and perform duties in accordance with Small Business Agency rules and guidance.

- The contractor shall provide post award contract services in accordance with the award terms and conditions, acquisition law, guidance and/or policies. Includes tasks to administer and closeout awards, provide and monitor data entry into acquisition specific information systems, to monitor financial obligations and expenditures, to communicate and act as post-award business point of contact to awardees and other Government entities, and to negotiate and prepare modifications to existing awards.
- The contractor shall facilitate and participate in business and financially related Integrated Project Team (IPTs), special advisory boards, off-sites, working groups, audit teams, etc.
- The contractor shall maintain and support various software and web-based (intranet/internet) applications and databases in support of Government business and financial management initiatives and objectives. Provide electronic data interchange support services between the component's management information systems and various DHS/OMB budget, accounting, and allocation systems.

3.3.3 Procurement Support

The Contractor shall provide planning and analysis services to support the acquisition of COTS or near COTS interdiction equipment. The Contractor shall review and assess deployment, installation and integration schedules for their impact on current acquisitions and to support planning for future acquisition of equipment and services. The Contractor shall assist the Contracting Officer's Representatives (CORs) in developing specifications, statements of work and other contractual documentation for NII, Tunnel Detection and Radiation Detection technology.

The Contractor shall provide contract administrative services, as directed, to include:

- Coordinate with business management personnel in preparation of funding requests
- Assist in the preparation and development of Justification and Approval (J&A) and Determination and Findings (D&F), Statements of Work (SOW), delivery schedules, contract line item structures and Independent Government Cost Estimates (IGCE)
- Ensure timely development of the Purchase Requisition package and maintain status of Purchase Requisition package as it flows through the procurement process.
- Participate in Program Reviews, conference calls and other meetings to provide contractual advice and related consultation
- Assist in research and preparation of contract modifications in support of OEM production/delivery of transportation security technology
- Process approved equipment deliverable invoices
- Reconciliation of contracts to determine funding balances, including coordination between contractors and paying office
- Support the reconciliation process in preparation of contract close-out

- Prepare contract data for new awards

3.3.4 Real and Personal Property Support

The contractor shall understand and participate in the CBP process requirements for the transfer of acquired high technology equipment into the CBP property accounting and tracking system. The Contractor shall provide project material knowledge, expertise and experience to assist the Government in auditing, tracking and identifying Government Acquired Property and associated Government transfers by type, serial number and location at various sites. The Contractor shall provide services to assist the Government in the operation, data entry and maintenance of the CBP property control system and associated data. The Contractor shall coordinate the delivery schedules and destinations of GFP with Government personnel. In addition, the Contractor shall prepare and track disposal and disposition requirements, requests, authorizations and execution status.

The Contractor, as directed, shall review the property control system implemented by other contractors and associated data and reports prepared by other contractors. Specifically, the Contractor shall review property receipts, discrepancy reports, inventory reports, maintenance reports, Contractor Acquired Property reports, and disposition reports, as directed.

3.3.5 Day-to-Day Operations

The contractor shall apply knowledge of office management, methods, and procedures in producing and maintaining documentation, correspondence, records, and directives. In addition, the contractor shall draft, analyze, integrate and provide recommendations for Milestone and other documentation in accordance with Government, DHS, and CBP regulations. These services include proposed information and recommendations to respond to Congressional, other Government agency, media and industries inquiries, and assist the development of draft documents and correspondence in accordance with CBP directives. Day to day operations support also includes the establishment and maintenance of associated correspondence logs, records and files. Other tasks shall include, but are not limited to the following:

- The contractor shall assist in the identification of system logistical support requirements and solutions. Such tasks will encompass facilities, support equipment, training, maintenance, and technical manuals. Findings will be integrated into program documentation.
- The contractor shall provide general administrative support and other direct charge support including providing facilities and supplies for hosting meetings and conferences; preparing overhead transparencies and slides; printing and copying services; communication services (voice, video, and data) and overnight mail services.

- The contractor shall also provide on-site clerical and administrative support to ITB. Tasking will include the generation and maintenance of program and project files and databases, and the preparation and distribution of project reports and supporting documentation.

3.4 TRANSITION IN AND OUT

3.4.1 Transition-In Planning/Staffing

The Contractor shall submit a transition-in plan with their proposal that is in sufficient detail to identify all transition-in actions, documentation, and staffing proposed to prepare the workforce to assume full operations on the first operational performance day of contract performance. During the 10 calendar day period prior to the start of the baseline Task Order, the proposed Contractor's personnel, as identified in the proposal, shall be on-site at each location to observe all operations pertinent to the contract requirements to include office functions, procedures, and operations, and any other operations as deemed necessary by the Contractor, that will enable Contractor personnel to become both knowledgeable in, and familiar with, their assigned areas of responsibility.

During the Transition-In Period, the Contractor shall train their personnel to perform completely all related contract requirements before the full operational start date. All deficiencies that are identified by the COR shall be completed in an urgent manner within 5 days of the prior to full operational start date.

3.4.2 Transition-Out Planning/Staffing

The Contractor shall submit a transition-out plan with their proposal that is in sufficient detail to identify all transition-out actions, documentation, and staffing proposed to successfully execute the transition-out process. During the 30 calendar day period immediately prior to the end of the final baseline Task Order (if the Contractor is not awarded the subsequent contract for this service), the Contractor shall permit the successor Contractor and the successor Contractor's employees to observe and become familiar with any and all operations under the contract. The Contractor shall prepare and submit to the COR any changes to the transition-out plan submitted as part of the original proposal. The Contractor shall not defer any identified deficiencies for the purpose of transferring responsibility to the successor Contractor.

The Contractor shall fully cooperate with the successor Contractor and the Government so as not to interfere with their work or duties.

The Contractor shall ensure that Government furnished equipment and/or files are in a condition equal to or better than when the Contractor began this contract.

Forty-five (45) calendar days prior to the end of the final baseline Task Order, the COR and the Contractor shall identify all deficiencies to files and Government furnished equipment that need to be corrected before the expiration of this Task Order. A Close-out Report will jointly be generated of all deficiencies noted. The Contractor shall correct all of the cited deficiencies noted in the Close-out Report before the expiration of this contract. Final payment to the Contractor may be withheld until all cited deficiencies are corrected.

3.5 GENERAL PROGRAM MANAGEMENT REQUIREMENTS

The Contractor shall identify a Program Manager who is responsible for accomplishment of all tasks required by this SOW and who is authorized to commit the company. The Program Manager shall organize, plan, schedule, implement, control, analyze, and report on all elements of the contract. The Program Manager shall have resources and authority to ensure efficient and timely program execution and shall be the Contractor's focal point for all required program tasks. The Program Manager shall keep the Contracting Officer's Representative (COR) informed of any performance issues, cost or financial concerns and potential problems that, if unresolved, will adversely affect the Contractor's performance, schedule or costs, and take all appropriate measures to mitigate adverse impact to the contract.

The Contractor's Program Manager shall be prepared at all times to present and discuss the status of contract activities, requirements, and issues.

3.5.1 Key Personnel

The Contractor shall provide key personnel in accordance with the specific requirements identified in this SOW. The Contractor's program manager shall be designated as key and shall be a certified program management professional, either through the Program Management Institute as a Program Management Professional, through the Department of Homeland Security as an Acquisition Program Manager, through training under the Defense Acquisition Workforce Improvement Act (DAWIA) as a Program Manager or through a directly equivalent organization. A Master's Degree from an accredited university is not considered equivalent.

Failure to utilize identified key personnel as proposed may be considered a breach of contractual obligations.

3.5.2 Required Level of Support

To accomplish the level of effort required of this SOW, the Contractor shall provide qualified personnel as set forth in this SOW.

Sample labor categories include, but are not limited to:

- Administrative Assistant

- Administrative Assistant (SAP)
- Environmental Analyst Level 2
- Environmental Scientist Level 3
- Program Analyst 1
- Program Analyst 2
- Program Analyst 3
- Program Manager
- Sr. Contract Spec/Admin
- Sr. Mgmt Analyst
- Sr. Mgmt Analyst
- Subject Matter Exp 1
- Subject Matter Exp 2
- Subject Matter Exp 3

The above do not reflect, nor should they be considered, a complete and final listing of all the Government's comprehensive requirements. The sample labor categories are presented in no particular order. Each labor category may have several levels such as junior, mid-level and senior. This only is a sample of the breadth and depth of the labor category requirements.

3.5.3 Required Skills, Disciplines, and Technical Background

It is particularly important that the support to the ITB be structured in a way to ensure efficient and successful products for the vital technologies it sponsors. This support requires not only an in-depth, demonstrated understanding of the ITB's technology projects, operations, initiatives, practices, policies, and procedures, but the ability to respond promptly to changing requirements. These changes can result from other organizations within CBP, DHS and other Government organizations which the contractor should be familiar. It is critical that the Contractors selected be capable of providing personnel with sufficient background and expertise to effectively support the broad range of the ITB requirements.

The expectation is that contract staff will arrive onboard with the requisite education, training, skills, knowledge and experience. Staff development is the responsibility of the performing company. Only the cost for training necessary to the unique needs of the ITB will be approved and reimbursed by the contract and will be requested and approved by the designated COR in writing. The Contractor shall provide personnel who can serve as integral members of the Government's Divisions to which they are assigned.

3.5.4 Personnel Security

The contractor shall be responsible to ensure that all contractor personnel comply with all security requirements and applicable U.S. laws. All contractor personnel are required to possess or be able to pass a CBP background investigation. Failure to pass a background investigation

shall be cause for dismissal. **Some personnel may require a DOD SECRET clearance. All personnel must have U.S. Citizenship.**

3.5.5 Reviews/Meetings

The Program Manager shall, as needed, conduct technical interfaces and meetings between Contractor and Government personnel. These meetings shall be both working and formal sessions to review overall program efforts. The Program Manager shall provide monthly cost and performance reporting of all assigned tasks. The contents and formats of the reports shall be specified in the Contract Management Plan. At a minimum, these reports shall include: highlights of support provided, expenditures, projected expenditures for the next reporting period and to term, and major issues affecting cost and performance. The costs portion of the report shall be structured to enable ready discernment of cost trends, projections, and variances. The Program Manager shall be qualified to act as the Contractor's single point of contact for all technical and administrative matters related to this delivery order.

3.5.6 Specialized Technical Program Support

The Contractor shall ensure the availability of technically qualified personnel required for performance of tasks assigned under each delivery order: biological, chemical, high explosive, and radiation/nuclear countermeasures; combustion engineering; environmental engineering/compliance; critical infrastructure protection; standards development and testing; threat vulnerability testing and assessment, public health support; planning and exercise development, etc. The Program Manager shall assure the technical quality and timeliness of work performed under all authorized tasks.

3.5.7 Subcontractor Management

The Contractor shall review each subcontractor's technical progress on all assigned tasks and include such technical progress and status information in monthly Program Status Reports.

3.5.8 Program Status Report

The Contractor shall report on cost, schedule, and technical progress in meeting reviews/status reports. Program Status Reports shall address cost, schedule, performance and status of deliverables. The reports shall address Small Business Participation as a percentage of total contract dollars. The reports shall address problems/risks in the Contractor's Task Orders. The report shall describe the work accomplished during the reporting period, and discuss problems encountered and corrective action taken, pending issues and work planned for the next period. In particular, the report shall address the extent to which any problems or circumstances will cause conflicts with program schedules.

3.5.9 Proprietary Rights of Ownership

Work products developed in association with this contract shall become Government property.

3.5.10 Non-Disclosure Information

Any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of this order and shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the order.

3.5.11 Conflict of Interest Avoidance Information

The Contractor shall notify the Contracting Officer (CO) and Contracting Officer's Representative (COR) in writing of any potential conflicts of interest through their performance on the resulting Task Order.

3.5.12 Hours of Work

Contractor personnel shall work the same days as the Federal Government. The Contractor shall recognize the Government scheduled holidays as referenced in the attachment for CBP clauses. The work hours will include core hours as set by the Government, typically between 9:00 AM and 3:00 PM, Monday - Friday.

4.0 OTHER DIRECT COSTS

4.1 Travel

The Contractor shall travel as tasked to accomplish work directed by this SOW and individual task orders. Work locations will primarily be at various transportation sites and other locations throughout the continental United States but may include other non-continental United States locations. Travel expenses will be reimbursed based on the Federal Travel Regulations (FTR) and the per diem rates (meals and incidental expenses) in effect at the travel location, with lodging reimbursed at actual cost. After award, all travel shall receive government approval prior to funds being expended by the Contracting Officer's Technical Representative (COTR). Travel expenses invoiced to the Government will be in accordance with the FTR. The Contractor shall not be reimbursed for any unauthorized travel. The Government will not reimburse the Contractor for travel costs incurred in the replacement of personnel when such replacement is accomplished for the Contractor's or employee's convenience.

4.2 Incidental Materials

Incidental Material consists of supplies and/or incidental services for which there is not a labor category specified in the contract, but is in direct support of the ITB Program Support Services identified in this SOW.

4.3 Training

The Contractor shall provide a fully qualified and trained workforce. Training costs are typically unallowable except in instances where the Government introduces requirements not originally contemplated at contract formation. At its discretion, the Government may approve other training on a case by case basis. In a case where Training is determined to be allowable, reimbursement shall be limited to registration fee, course cost, testing fee, text material costs.

5.0 DATA REQUIREMENTS

5.1 Technical Reports

Technical Reports of NII are due within fifteen (15) working days after receipt of material/equipment to be evaluated.

5.2 Trip Reports

Within five (5) working days after completion of a trip, the contractor shall submit a trip report. Trip reports will include itinerary, purpose, objectives accomplished and action items generated.

5.3 Meeting Reports (as requested)

If requested by the COR, the Contractor shall provide a meeting report within ten (10) working days after the meeting. The meeting reports will include purpose, attendee, objectives accomplished, and action items generated. Meeting reports will also include any material generated or received by the attendee.

5.4 Monthly Reports

Within ten (10) working days after the end of each month, the contractor shall submit a monthly report to the COTR. Monthly reports will contain synopsis items of contractor's accomplishments related to the tasks. The report will identify developments, current status, and any problems, which affect or may affect performance or schedule. The report will also provide recommendations to resolve or alleviate any problems identified.

5.5 Invoices

The contractor shall provide electronic invoicing with supporting documentation on a calendar month basis within 10 working days following the end of the month. When billing, the contractor shall identify the funding "breakout", including travel costs, on invoices ordered by Contract

Line Item Number (CLIN). Invoices shall also contain any required information pursuant to FAR 32.905.

6.0 PERSONNEL SECURITY

The contractor shall provide personnel with a DOD SECRET to perform 1) Information System (IS) security support to include: configuration management of all unclassified and classified systems located within the OIT ITB facility; preparation of system accreditation documentation for all OIT ITB information systems; training of TSO personnel on IS security requirements; ensuring ITB IS resources are adequately protected during the processing of classified data; ensuring ITB compliance with the U.S. Customs and Border Protection (CBP) Security Policy and Procedures Handbook, February 7, 2005, CIS HB 1400-05B for sensitive but unclassified (SBU) systems and the U.S. Customs and Border Protection (CBP) Security Policy for Classified Systems and Networks, February 7, 2005 with the support of ITB management and system users; 2) Processing of intelligence reports and the subsequent development, manipulation and maintenance of associated databases.

This requirement will be specified in individual task order Contract Security Classification, DD Forms 254. If required, any other special security requirements that exceed those specified in the contract-level DD Form 254 will be addressed in individual task order DD Forms 254.

7.0 ACCESSIBILITY REQUIREMENTS (SECTION 508)

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use electronic and information technology (EIT), they must ensure that it is accessible to people with disabilities. Federal employees and members of the public who have disabilities must have equal access to and use of information and data that is comparable to that enjoyed by non-disabled Federal employees and members of the public.

All EIT deliverables within this work statement shall comply with the applicable technical and functional performance criteria of Section 508 unless exempt. Specifically, the following applicable EIT accessibility standards have been identified:

Section 508 Applicable EIT Accessibility Standards

36 CFR 1194.21 Software Applications and Operating Systems, applies to all EIT software applications and operating systems procured or developed under this work statement including but not limited to GOTS and COTS software. In addition, this standard is to be applied to Web-based applications when needed to fulfill the functional performance criteria. This standard also applies to some Web based applications as described within 36 CFR 1194.22.

36 CFR 1194.22 Web-based Intranet and Internet Information and Applications, applies to all Web-based deliverables, including documentation and reports procured or developed under this

work statement. When any Web application uses a dynamic (non-static) interface, embeds custom user control(s), embeds video or multimedia, uses proprietary or technical approaches such as, but not limited to, Flash or Asynchronous Javascript and XML (AJAX) then 1194.21 Software standards also apply to fulfill functional performance criteria.

36 CFR 1194.31 Functional Performance Criteria, applies to all EIT deliverables regardless of delivery method. All EIT deliverable shall use technical standards, regardless of technology, to fulfill the functional performance criteria.

36 CFR 1194.41 Information Documentation and Support, applies to all documents, reports, as well as help and support services. To ensure that documents and reports fulfill the required 1194.31 Functional Performance Criteria, they shall comply with the technical standard associated with Web-based Intranet and Internet Information and Applications at a minimum. In addition, any help or support provided in this work statement that offer telephone support, such as, but not limited to, a help desk shall have the ability to transmit and receive messages using TTY.

Section 508 Applicable Exceptions

Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the COTR and determination will be made in accordance with DHS MD 4010.2. DHS has identified the following exceptions that may apply: 36 CFR 1194.3(b) Incidental to Contract, all EIT that is exclusively owned and used by the contractor to fulfill this work statement does not require compliance with Section 508. This exception does not apply to any EIT deliverable, service or item that will be used by any Federal employee(s) or member(s) of the public. This exception only applies to those contractors assigned to fulfill the obligations of this work statement and for the purposes of this requirement, are not considered members of the public.

Section 508 Compliance Requirements

36 CFR 1194.2(b) (COTS/GOTS products), When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meet some but not all of the standards, the agency must procure the product that best meets the standards. When applying this standard, all procurements of EIT shall have documentation of market research that identify a list of products or services that first meet the agency business needs, and from that list of products or services, an analysis that the selected product met more of the accessibility requirements than the non-selected products as required by FAR 39.2. Any selection of a product or service that meets less accessibility standards due to a significant difficulty or expense shall only be permitted under an undue burden claim and

requires authorization from the DHS Office of Accessible Systems and Technology (OAST) in accordance with DHS MD 4010.2.

8.0 DHS CBP IT SECURITY REQUIREMENTS (if applicable)

8.1 Basic Requirements

The Contractor shall adhere to all DHS and CBP IT security policies, including the guidelines and policies stated in the Department of Homeland Security (DHS) Management Directive (MD) Number 4300.1, issued 3/1/2003, titled *Information Technology Systems Security*. This policy mandates DHS organizational elements, including contractors, follow guidelines outlined in the DHS Sensitive Systems Policy Directive 4300A, *Information Technology Security Program*, version 9.0, 10/11/2011, and the DHS Sensitive Systems Handbook 4300A, *Information Technology Security Program*, version 7.2.1.1, 01/20/2011 with attachments. For Classified Systems, the Contractor shall adhere to the guidelines outlined in the DHS National Security Systems Policy Directive 4300B version 8.0 and DHS National Security Systems Handbook 4300B.

DHS Directives 4300A and 4300B outline the management, operational, and technical baseline security requirements (BLSR) for DHS Components to ensure confidentiality, integrity, availability, authenticity, and non-repudiation of sensitive information systems. The directive was developed in accordance with various Executive orders, public laws, and national policy, including the Federal Information Security Management Act (FISMA) of 2002, various National Institute of Standards and Technology (NIST) publications, and the Office of Management and Budget (OMB) Circular A-130, *Management of Federal Information Resources*. The 4300A Handbook provides greater detail of the BLSRs, including the roles and responsibilities associated with each.

Encryption Compliance:

If encryption is required, FIPS 197 (Advanced Encryption Standard (AES)) 256 algorithm and cryptographic modules that have been validated under FIPS 140-2, National Security Agency (NSA) Type 2 or Type 1 encryption or Public Key Infrastructure (PKI) (see paragraph 5.5.2.1 of the Department of Homeland Security (DHS) IT Security Program Handbook (DHS Management Directive (MD) 4300A) for Sensitive Systems) should be used to encrypt sensitive information.

Security Requirements

The following should be included in all acquisitions that require the handling or processing of classified information.

Contractor access to classified information is required under this procurement. The maximum level of classification is SECRET. Details will be provided in a Department of Defense (DD) Form 254.

Contractor access to classified information is required under this procurement. The maximum level of classification is SECRET. Details will be provided in a Department of Defense (DD) Form 254.

Classified information is Government information which requires protection in accordance with Executive Order 13526, National Security Information (NSI) as amended and supplemental directives. If the contractor has access to classified information at a DHS owned or leased facility, it shall comply with the security requirements of DHS and the facility.

Contractor shall comply with all government facility and security requirements while on government property, including obtaining and displaying identification badges, obtaining vehicle decals and proper vehicle operation.

The contractor shall have a facility security clearance up to SECRET level. All personnel supporting this procurement shall be required to obtain and maintain a SECRET level clearance. The Government reserves the right to approve or deny suitability of the contractor's individual employees based on security risks, unsatisfactory performance, or disruptive influence to mission accomplishment. Top SECRET

Requirements for Handling Sensitive and/or Proprietary Information:

The Contractor shall abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, an attachment to the contract, and the National Industrial Security Program Operating Manual (NISPOM) for protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service.

All Contractor employees handling classified information shall have a DD254 and comply with the following clauses in accordance with FAR 52.204-2 Security Requirements (Aug 1996):

FAR 52.204-2 Security Requirements (Aug 1996)

(a) This clause applies to the extent that this contract involves access to information classified "SECRET".

(b) The contractor shall comply with—

(1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DOD 5220.22-M); and

(2) Any revisions to that manual, notice of which has been furnished to the contractor.

(c) If, subsequent to the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the

contract shall be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract.

(d) The contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

Security Review Clause

The following clause should be incorporated into all acquisition documents:

Security Review

The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS, including the organization of the DHS Office of the Chief Information Officer, the Office of the Inspector General, authorized Contracting Officer's Technical Representative (COTR), and other government oversight organizations, access to the Contractor's facilities, installations, operations, documentation, databases and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external to the DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability and confidentiality of DHS data or the function of computer systems operated on behalf of DHS, and to preserve evidence of computer crime.

Interconnection Security Agreement (ISA) Clause

If the service being supplied requires a connection to a non-DHS, Contractor system, or DHS system of different sensitivity, please insert the following clause:

Interconnection Security Agreements

Interconnections between DHS and non-DHS IT systems shall be established only through controlled interfaces and via approved service providers. The controlled interfaces shall be accredited at the highest security level of information on the network. Connections with other Federal agencies shall be documented based on interagency agreements; memoranda of understanding, service level agreements or interconnect service agreements.

Required Protections for DHS Systems Hosted in Non-DHS Data Centers

The following clauses should be included for information systems which are hosted, operated, maintained, and used on behalf of DHS at non-DHS facilities. Contractors are fully responsible and accountable for ensuring compliance with all Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST) Federal Information Processing Standard (FIPS) and related DHS security control requirements (to include

configuration guides, hardening guidance, DHS Security Policy, Procedures, and Architectural guidance). The contractor security procedures shall be the same or greater than those that are provided by DHS Enterprise Data Center(s).

Certification and Accreditation Process (C&A)

CBP Program Offices shall provide personnel (System Owner and Information System Security Officers) with the appropriate clearance levels to support the certification and accreditation processes under this Agreement in accordance with the current version of the DHS MD 4300.1, DHS Sensitive Systems Policy and Handbook, CBP Information Systems Security Policies and Procedures Handbook HB-1400-05, and all applicable National Institute of Standards and Technology (NIST) Special Publications (800 Series). During all SELC phases of CBP systems, CBP personnel shall develop documentation and provide any required information for all levels of classification in support of the certification and accreditation process. In addition, all security accreditation will be performed using the DHS security accreditation process, methodology and tools. An ISSO performs security actions for an information system. There is only one ISSO designated to a system, but multiple Alternate ISSOs may be designated to assist the ISSO. While the ISSO performs security functions, the System Owner is always responsible for information system security. System owners shall include information security requirements in their capital planning and investment control (CPIC) business cases for the current budget year and for the Future Years Homeland Security Program (FYHSP) for each DHS information system. System owners or AOs shall ensure that information security requirements and POA&Ms are adequately funded, resourced and documented in accordance with current OMB budgetary guidance.

Security Review and Reporting

- (a) The Contractor shall include security as an integral element in the management of this contract. The Contractor shall conduct reviews and report the status of the implementation and enforcement of the security requirements contained in this contract and identified references.
- (b) The Government may elect to conduct periodic reviews to ensure that the security requirements contained in this contract are being implemented and enforced. The Contractor shall afford DHS including the organization of the DHS Office of the Chief Information Officer, Office of Inspector General, the CBP Chief Information Security Officer, authorized Contracting Officer's Technical Representative (COTR), and other government oversight organizations, access to the Contractor's and subcontractors' facilities, installations, operations, documentation, databases, and personnel used in the performance of this contract. The Contractor will contact the DHS Chief Information Security Officer to coordinate and participate in the review and inspection activity of government oversight organizations external to the DHS. Access shall be provided to the extent necessary for the government to carry out a program of inspection, investigation, and audit to safeguard against threats and hazards to the integrity, availability, and

confidentiality of DHS/CBP data or the function of computer systems operated on behalf of DHS/CBP, and to preserve evidence of computer crime.

Access to Unclassified Facilities, Information Technology Resources, and Sensitive Information

The assurance of the security of unclassified facilities, Information Technology (IT) resources, and sensitive information during the acquisition process and contract performance are essential to the DHS mission. DHS Management Directive (MD) 11042.1 *Safeguarding Sensitive But Unclassified (For Official Use Only) Information*, describes how contractors must handle sensitive but unclassified information. DHS MD 4300.1 *Information Technology Systems Security* and the *DHS Sensitive Systems Handbook* prescribe policies and procedures on security for IT resources. Contractors shall comply with these policies and procedures, any replacement publications, or any other current or future DHS policies and procedures covering contractors specifically for all Task Orders that require access to DHS facilities, IT resources or sensitive information. Contractors shall not use or redistribute any DHS information processed, stored, or transmitted by the contractor except as specified in the task order.

OMB-M-07-18 FDCC

In acquiring information technology, agencies shall include the appropriate information technology security policies and requirements, including use of common security configurations available from the National Institute of Standards and Technology's website at <http://checklists.nist.gov>. Agency contracting officers should consult with the requiring official to ensure the appropriate standards are incorporated.

9.0 OTHER REQUIREMENTS

9.1 Safety

The contractor shall comply with the Occupational Safety and Health Administration (OSHA) and the Environmental Protection Agency (EPA) requirements.

9.2 Information Management

To the maximum extent possible electronic means of information transfer shall be used.

Preliminary and final deliveries of required reports shall be in paper and electronic formats. All reports exchanged between the Government and the contractor shall be in a Microsoft Office Professional format.